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     (c) 2002 Christian Science Monitor  
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     (c) 2000 The Plain Dealer  
 File 735:St. Petersburg Times 1989- 2000/Nov 01  
     (c) 2000 St. Petersburg Times

?ds

Set	Items	Description
S1	65530	(INCENTIVE? OR LOYALTY OR REWARD? ? OR AWARD? ? OR E()CENT- IVE? OR MOTIVAT? OR PROMOTION? ? OR BONUS OR BONUSES) (3N) (PRO- GRAM? ? OR SYSTEM? ? OR CAMPAIGN? ?)
S2	1025	S1(5N) (ELECTRONIC? OR COMPUTERI? OR DIGIT? OR DIGITAL? OR - ONLINE OR ON()LINE OR WEBSITE? OR WEBPAGE? OR WEB() (PAGE? OR - SITE?) OR INTERNET OR AUTOMATE? OR NETWORK? OR SERVER? OR WWW OR WORLD()WIDE()WEB OR WORLDWIDWEB)
S3	48720	(GOAL? ? OR GOAL() (SETTING? OR PLANNING?) OR PERFORMANCE? - OR ACHIEVEMENT? OR ACCOMPLISH? OR SUCCESS? OR QUOTA OR QUOTAS OR PRODUCTIVITY OR COST()SAVING?) (5N) (REPORT? ? OR MODIF? OR - STORING OR STORE? ? OR STORAGE? OR HEURIST?)
S4	117149	(GOAL? ? OR GOAL() (SETTING? OR PLANNING?) OR PERFORMANCE? -

OR ACHIEVEMENT? OR ACCOMPLISH? OR SUCCESS? OR QUOTA? ? OR PRO-  
 DUCTIVITY OR COST()SAVING?) (5N) (TRACK? OR MONITOR? OR FEEDBAC-  
 K? OR EVALUAT? OR COMPARE? OR COMPARIS? OR MEASUR?)

S5	2	S2(S)S3
S6	2	RD (unique items)
S7	4	S2(S)S4
S8	2	S2(5N)S4
S9	4	S7 NOT S6
S10	2	S8 NOT PY>2000
S11	4	S9 NOT PD=19990818:19991231
S12	4	RD (unique items)
S13	105	S1(3N) (S3 OR S4)
S14	87	S13 NOT PY>2000
S15	85	S14 NOT PD=19990818:19991231
S16	85	RD (unique items)

6/3,K/1 (Item 1 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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2035126 48969110  
**Carlson to meld Gold Points, Web**  
Franklin, Jennifer  
Citybusiness v17n36 p1  
Jan 28, 2000  
WORD COUNT: 542  
DATELINE: Minnetonka Minnesota

TEXT:

...Paulbased Smackeroo.com, a Web-based reward marketing company.

"It is smart to integrate an **online** and offline **rewards system**," he said. "As the **Internet** is starting to mature, we're recognizing it's not enough to be an online presence. People like to go to **stores**. The **goal** is to capture as many of those dollars as possible."

"The Internet will continue to...

6/3,K/2 (Item 1 from file: 638)  
DIALOG(R)File 638:Newsday/New York Newsday  
(c) 2002 Newsday Inc. All rts. reserv.

11077103  
**ADVERTISING / MARKETING / Danier's Take on Window Dressing**  
Newsday (ND) - Sunday March 18, 2001  
By: Tami Luhby  
Edition: ALL EDITIONS Section: BUSINESS & TECHNOLOGY Page: C02  
Word Count: 615

... The EGC Group won a slew of Admissions Advertising Awards, sponsored by the Admissions Marketing **Report**. Its "**Success Story**" campaign for Dowling College, which featured an essay contest and print, radio, television, direct-mail and **Internet** ads, won a bronze **award** for total ad **campaign**, a silver for magazine ad and a merit award for radio commercial. The agency's...

12/3,K/1 (Item 1 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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2128881 66812495

**Modem Media Appoints Marc Particelli Chief Executive Officer**  
Anonymous  
PR Newswire pl  
Jan 16, 2001  
WORD COUNT: 907  
DATELINE: Norwalk Connecticut

TEXT:

...creative solutions, leaves it well positioned for solid, profitable growth going forward. Their long and **successful track** record of helping clients challenge conventional wisdom in the **digital** arena, developing customer-centered **programs** to build **loyalty**, and then executing pragmatic solutions with measurable results, is unparalleled. Modem Media has all the...

12/3,K/2 (Item 1 from file: 711)  
DIALOG(R)File 711:Independent(London)  
(c) 2002 Newspaper Publ. PLC. All rts. reserv.

09665172

**Taking care of now and then**  
Independent (IN) - Sunday, June 14, 1998  
By: Roger Trapp  
Edition: 3 Section: Business Page: 8  
Word Count: 708

... not necessarily be accompanied by giving them the ability to overcome the conflicting pressures from **performance measures** and **reward systems**.

He claims that the fluid- **network** organisation can overcome such difficulties by providing comprehensive measures and methods for dealing with each...

12/3,K/3 (Item 1 from file: 704)  
DIALOG(R)File 704:(Portland)The Oregonian  
(c) 2002 The Oregonian. All rts. reserv.

07089005

**TRIPLE WORKOUT**  
OREGONIAN (PO) - TUESDAY, March 30, 1993  
Edition: FOURTH Section: LIVING Page: D02  
Word Count: 245

To **motivate** you, the **system** comes with an **electronic performance monitor** that can be programmed to provide pulse readings, caloric output, speed, time and distance.

The...

12/3,K/4 (Item 1 from file: 713)  
DIALOG(R)File 713:Atlanta J/Const.  
(c) 2002 Atlanta Newspapers. All rts. reserv.

11509028

**BUSINESS ONLINE**

Atlanta Journal-CONSTITUTION (AJ-CONSTITUTION) - Wednesday, January 9, 2002

By: AMY WINN; Staff

Edition: Home Section: Business Page: D2

Document Type: Column

Word Count: 564

**TEXT:**

... attract advertisers with online yellow pages. AOL will advertise credit cards and American Express' Membership **Rewards incentives program** across its **online** , television, print and music brands. The companies say the deal consolidates and expands a series...

...STAX (1-866-252-7829).

WWW.AJC.COM/BUSINESS

> Get breaking Georgia business news and **track** your stock's **performance**

> Get the latest data on your holdings from Zacks Investment Research

> Get a free AJC...

16/3,K/1 (Item 1 from file: 635)  
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2103617 61855668

**WHY GROCERS LOVE THOSE 'BONUS CARDS' QUALITY MARKETS WILL SOON ADD THEM**  
Linstedt, Sharon  
Buffalo News pB5  
Oct 1, 2000  
WORD COUNT: 1,090  
DATELINE: Jamestown New York

TEXT:

...ll in turn reward you by coming back week after week."

Both Tops and Wegmans **report** solid **success** with their **loyalty programs**, indicating it is a good fit with Western New Yorkers. Tops, which debuted its BonusCard...

16/3,K/2 (Item 2 from file: 635)  
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2065861 53969977

**Luminant Strengthens HR Functions; Appoints Chief People Officer; Names Director of People Development**  
Anonymous  
PR Newswire pl  
May 22, 2000  
WORD COUNT: 736  
DATELINE: Dallas Texas

TEXT:

...Services Practice.

His background includes corporate culture development, organizational development, merger and acquisition of companies, **reward program** development, **performance feedback** systems development, training and development, customer service and benefits development, team member communications and other...

16/3,K/3 (Item 3 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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2043615 49346285

**Minnesota's richest get richer**  
Solberg, Carla  
Citybusiness v17n37 pS26  
Feb 4, 2000  
WORD COUNT: 5,623  
DATELINE: Minnesota

TEXT:

...and CEO of BI Performance Services, a trade name for Schoenecker Inc., which sells training, **measurement** and **reward systems** for **performance** improvement. The company has annual sales of \$320 million. He is married and has seven...

16/3,K/4 (Item 4 from file: 635)  
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1066034 00-31164

**Discrimination Lawsuit Coca-Cola accused of 'companywide pattern'**

Unger, Henry  
Atlanta Constitution (Atlanta, GA, US) pH.1  
PUBL DATE: 990424  
WORD COUNT: 909  
DATELINE: Atlanta, GA, US, South Atlantic

TEXT:

...than the average white employee. By 1998, the gap had risen to \$27,000.

The **performance evaluation system**, which affects raises, **bonuses** and advancement, is biased, the suit says. "Because of the undue discretion of managers, African...

16/3,K/5 (Item 5 from file: 635)  
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1054737 00-19540

**The answer man**

Reisman, Bruce  
LI Business News (Ronkonkoma, NY, US), V46 N13 p3C  
PUBL DATE: 990326  
WORD COUNT: 701  
DATELINE: Rockville Centre, NY, US, Middle Atlantic

TEXT:

...specialized knowledge.

The Inselligence Group, which employs three, provides consulting services pertaining to new product **evaluation** and launch strategies, advertising, **goal - setting**, **incentive programs**, plan implementation, sales programs, promotions and forecasting and trade show basics.

"We're doing well...

16/3,K/6 (Item 6 from file: 635)  
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0975704 99-38503

**Best of Des Moines Business 1998**

Anonymous  
Business Record-Des Moines IA (Des Moines, IA, US), V94 N34 p8  
PUBL DATE: 980824  
WORD COUNT: 9,078  
DATELINE: Des Moines, IA, US, Midwest

TEXT:

...in the company's profits through the Hy-Vee Employees Trust Fund and through a **bonus** and commission **system** based on each **store's** individual **performance**.

When asked what makes Hy-Vee such a great place to work, CEO Ron

Pearson...

16/3,K/7 (Item 7 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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0800384 97-60371

**Rickles to plug Rickel**

Coleman-Lochner, Lauren

Record-Bergen County (Hackensack, NJ, US) pB1

PUBL DATE: 970318

WORD COUNT: 845

DATELINE: South Plainfield, NJ, US, Middle Atlantic

TEXT:

...the company hired Joseph Nusim as its president and chief executive officer.

Nusim installed a **bonus program** for **stores** that met their sales **goals**, launched promotions (including a series of special themed weekends and giveaways that begin this weekend...

16/3,K/8 (Item 8 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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0743671 97-02195

**State may scrap Nynex rate plan as service slips**

Temes, Judy

Crains New York Business (New York, NY, US), V12 N40 p3

PUBL DATE: 960930

WORD COUNT: 945

DATELINE: New York, NY, US, Middle Atlantic

TEXT:

...latter, because it's happening to everybody."

Nynex is taking big risks in failing to **measure** up to the **goals** of the **incentive program**. That could jeopardize the profits the phone company hoped to gain from the plan, and...

16/3,K/9 (Item 9 from file: 635)  
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0701768 96-59130

**Local employers have unhealthy attitude**

Goldberg, Resa

Business Journal-Charlotte (Charlotte, NC, US), V11 N5 p1

PUBL DATE: 960513

WORD COUNT: 861

DATELINE: Charlotte, NC, US, South Atlantic

TEXT:

...employee's families in health promotion efforts when possible.

\* Demonstrate top-level commitment to the **success** of the **program**.

\* **Evaluate** your health **promotion program** periodically.

\* Use community resources whenever possible.

16/3,K/10 (Item 10 from file: 635)  
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0620660 95-77059

**How to interpret the 1995 CEO compensation lists**

Anonymous

Philadelphia Business Journal (Philadelphia, PA, US), V14 N22 sB p5

PUBL DATE: 950728

WORD COUNT: 923

DATELINE: Philadelphia, PA, US

TEXT:

...package should reflect the organization's business strategies. This justifies different levels and types of **bonus** and equity grant **programs** and different **performance measures**. Often the primary **goal** is to align the interest of the CEO with those of the shareholders. The idea...

16/3,K/11 (Item 11 from file: 635)  
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0605812 95-62039

**Central New York business leaders experiment with self-managed teams**

Hadley, Mark

Central New York Business Journal (DeWitt, NY, US), V9 N11 s1 p1

PUBL DATE: 950529

WORD COUNT: 2,015

DATELINE: Syracuse, NY, US

TEXT:

...allow employees to profit from improved efficiency or productivity. Or a company may create a **system** of team-based **bonuses**, tied to specific **measures** of **performance**.

In looking at the observations and findings of both Scott and Schuster, one thing seems...

16/3,K/12 (Item 12 from file: 635)  
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0570244 95-25992

**Mercer wage study indicates small firms give bigger raises**

Bowman, John

Business First-Louisville (Louisville, KY, US), V11 N28 s1 p4

PUBL DATE: 950213

WORD COUNT: 443

DATELINE: Louisville, KY, US

TEXT:

...base salary.

Seventy-three percent of companies surveyed this year said they provide commissions or **performance**-based **incentive programs**, compared with 62 percent a year ago.

Adkins said incentives such as bonus programs carry limited...

16/3,K/13 (Item 13 from file: 635)  
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0551995 95-07340

**It's the beauty of controlled expansion: Cosmetic Center saw new markets and took off**

Estrada, Louie

Washington Post (Washington, DC, US) sWBIZ p11

PUBL DATE: 941205

WORD COUNT: 897

DATELINE: Savage, MD, US

TEXT:

...store managers, required top executives to visit stores, and updated the management-information and inventory **systems**. **Store** managers receive **bonuses** based on **achievement** of sales and expense control objectives.

In the last 14 months, Cosmetic Center has opened...

16/3,K/14 (Item 14 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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0469999 94-23300

**ShareData finds its stock in trade**

Krey, Michael

Business Journal-San Jose (San Jose, CA, US), V11 N40 s1 p1

PUBL DATE: 940117

WORD COUNT: 1,406

DATELINE: Sunnyvale, CA, US

TEXT:

...co-founder Patrick Ontko for the past decade have perfected software that customers use to **track** stock options, stock-purchase plans, **performance**-based **incentive programs** and insider-reporting regulations. And a major new upgrade--with a graphical user interface--is ...

16/3,K/15 (Item 15 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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0462132 94-15314

**First Union makes its presence known with aggressive tactics**

Powers, William F

The Washington Post (Washington, DC, US) sB p1

PUBL DATE: 940101

WORD COUNT: 776

DATELINE: Washington, DC, US

TEXT:

...Hugh C. Long II, First Union's president for the Washington area, said the sales **incentive** and **tracking system measures performance** on a scale and noted: "I would imagine we don't keep a lot of..."

16/3,K/16 (Item 16 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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0442183 93-94744  
**Calgary firms sweep commercial awards**  
Crawford, Anne  
Calgary Herald (Calgary, ALT, Canada) sC p7  
PUBL DATE: 931016  
WORD COUNT: 291  
DATELINE: Calgary, ALT, Canada

TEXT:

...and Technology (ASTech) awards gala Friday evening.

Valmet Automation (Canada) Ltd., which has achieved international **success** with sophisticated pipeline **monitoring** and control **systems** , won the **award** for gross annual sales under \$25 million.

And with gross sales of more than \$25...

16/3,K/17 (Item 17 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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0415594 93-67591  
**Productivity gains boost records firm**  
Rainey, Doug  
Delaware Business Review (Wilmington, DE, US), V16 N30 s1 p1  
PUBL DATE: 930726  
WORD COUNT: 756  
DATELINE: Newark, DE, US

TEXT:

...running day-to-day operations, rather than serving as outside salesperson Computer software was installed **monitor productivity** and a **bonus system** was instituted

On the sales front, pricing services at a figure that allowed Atlantic to...

16/3,K/18 (Item 18 from file: 635)  
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0414265 93-66214  
**Community Pride seeks to profit and provide**  
Middleton, Otesa  
Richmond Times-Dispatch (Richmond, VA, US) sBUS p--  
PUBL DATE: 930704  
WORD COUNT: 1,869  
DATELINE: Richmond, VA, US

TEXT:

...postage stamps. By mid-July, customers will be able to pay phone bills in the **stores** .

\* STUDENT HONORS The High **Achievement incentive Program** salutes

pupils with high grades or excellent attendance. Their picture are taken and displayed in...

16/3,K/19 (Item 19 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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0352659 93-02709

**Perrigo CEO Cites Workers**

Sullivan, Elizabeth  
Grand Rapids Business Journal (Grand Rapids, MI, US), V10 N49 s1 p3  
PUBL DATE: 921214  
WORD COUNT: 388  
DATELINE: Grand Rapids, MI, US

TEXT:

...Although wages are kept low at Perrigo, Jandernoa explained that creative ways are found to **reward** productive employees. Through **programs** such as Improshare, **productivity** is **measured** and employees are rewarded with bonuses amounting to one-half of the production gain each...

16/3,K/20 (Item 20 from file: 635)  
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0332464 92-82845

**Atlanta 100: The Recession Busters**

Schonbak, Judith  
Business Atlanta (Atlanta, GA, US), V21 N10 s1 p31  
PUBL DATE: 921000  
WORD COUNT: 1,136  
DATELINE: Atlanta, GA, US

TEXT:

...at R&D, and consume half the payroll, Kannan notes. Shankar also institutes an employee- **bonus program** based on **performance** and **evaluation**. Employees also are inspired, Kannan notes, by Shankar's own involvement in the firm, high...

16/3,K/21 (Item 21 from file: 635)  
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0314796 92-62625

**Supercuts Announces 111 Percent Increase in 1992 Second Quarter Earnings and Reaches Agreement for 70 New Franchise Stores**

Horn, Lisa A.  
Business Wire (San Francisco, CA, US) s1 p1  
PUBL DATE: 920806  
WORD COUNT: 540  
DATELINE: San Rafael, CA, US

TEXT:

...continue our expansion throughout the United States," continued Lipson.

"In addition, we have implemented several **successful system**-wide in- **store promotions** aimed at generating new customers. The most exciting of these have surrounded our support of...

16/3,K/22 (Item 22 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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0306282 92-52927

**Recovery May Be Near, but Salary Increases Are Not on the Horizon**

Anonymous

The Westchester County Business Journal (Purchase, NY, US), V31 N27 s1 p12

PUBL DATE: 920629

WORD COUNT: 265

DATELINE: Purchase, NY, US

TEXT:

...designed to help control labor costs this year. For example, some employers plan to tighten **performance measurement** criteria for **incentive programs** --both for executives (12 percent) and salaried employees (10 percent). Other employers intend to impose...

16/3,K/23 (Item 23 from file: 635)  
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0298658 92-45190

**Japan Taking Quality to New Levels**

Anonymous

MASS HIGH TECH (Watertown, MA, US), V10 N12 s1 p1

PUBL DATE: 920601

WORD COUNT: 762

DATELINE: MA, US

TEXT:

...order to reduce product defects, scrap and other waste, and overall production time and cost. **Goals , measurement systems , and reward programs** were established, and personnel were trained. The objective was to create hard, quantifiable gains in...

16/3,K/24 (Item 24 from file: 635)  
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0248217 91-72175

**University of Colorado President Nominated for StorageTek Board Membership**

Reid, David

Business Wire (San Francisco, CA, US) s1 p1

PUBL DATE: 911030

WORD COUNT: 267

DATELINE: Louisville, CO, US

TEXT:

...Austin. She has taught in the areas of dental health, psychology of human learning and **motivation** , and **program evaluation** . "Judith Albino's academic **achievements** and her perspective as president of a major university provide a larger-world view that...

16/3,K/25 (Item 25 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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0246883 91-70836

**Computer Manufacturers Sell Direct in Austin Stores**

Kimball, Allan C.

Austin Business Journal (Austin, TX, US), V11 N36 s1 p11

PUBL DATE: 911028

WORD COUNT: 910

DATELINE: Austin, TX, US

TEXT:

...that says a lot about the quality of our service and the quality of our **systems** ."

Four choice **awards**

The **success** of the retail **store** has also been helped by the fact that Austin Computers have received four PC magazine...

**16/3,K/26 (Item 26 from file: 635)**

DIALOG(R)File 635:Business Dateline(R)

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0231257 91-54295

**Advanced Promotion Technologies Announces Second Quarter Results and Plans for New Promotional Programs**

Amann, Cathy; Ludwig, Amy M.

Business Wire (San Francisco, CA, US) s1 p1

PUBL DATE: 910813

WORD COUNT: 605

DATELINE: Deerfield Beach, FL, US

TEXT:

...made.

Humble continued, "The new programs bring our products into the shopping aisles with the **goal** of further increasing **store** sales. Currently, Advanced **Promotion** Technologies' **systems** are located at the stores' checkout lanes. These products will be the company's first...

**16/3,K/27 (Item 27 from file: 635)**

DIALOG(R)File 635:Business Dateline(R)

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0088377 89-12085

**New Agency to Focus on Sales Promotions**

Knorr, David

Grand Rapids Business Journal (Grand Rapids, MI, US), V7 N12 s2 pB-4

PUBL DATE: 890320

WORD COUNT: 824

DATELINE: Grand Rapids, MI, US

TEXT:

...who will serve as general manager of the new sales promotions company.

Depending on the **campaign** , sales **promotions** frequently yield **measurable** results, an elusive **goal** for advertising. Companies are increasingly demanding measurable results for their marketing expenditures, a tough requirement...

16/3,K/28 (Item 28 from file: 635)  
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0077409 89-01056

**Roundtable: The Labor Shortage**

Whiskeyman, Dolores; Ericson, Paul  
Rochester Business Journal (Rochester, NY, US), V4 N31 s1 p12  
PUBL DATE: 881128  
WORD COUNT: 4,444  
DATELINE: Rochester, NY, US

TEXT:

...in the United States, that one is way in the back in terms of income, **performance**, **measurement systems**, **incentive systems**, any kind of encouragement to have people produce a better product. And until that changes...

16/3,K/29 (Item 29 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
(c) 2002 ProQuest Info&Learning. All rts. reserv.

0055162 88-12686

**GTE North**

Dawson, David E.  
Indiana Business (Indianapolis, IN, US), V32 N5 s1 p21  
PUBL DATE: 880500  
WORD COUNT: 1,039  
DATELINE: Westfield, IN, US

TEXT:

...are essentially the same as the competition's." He has instituted a monthly cash employee- **awards program** based on 13 **measured performance** areas.

Now, Walkup says, GTE is ready to show its new face all over the...

16/3,K/30 (Item 30 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
(c) 2002 ProQuest Info&Learning. All rts. reserv.

0043935 88-01375

**Cleaning Up in Dry Cleaning**

Moore, Marilyn  
Florida Trend (St Petersburg, FL, US), V30 N8 s1 p82  
PUBL DATE: 871200  
WORD COUNT: 1,582  
DATELINE: Miami, FL, US

TEXT:

...relations. Customers even get a \$1 discount if a clerk fails to smile.

There are **incentive systems** for employees, **awards** for **store achievement**, advertising campaigns (the company is spending \$240,000, or 2% of sales, on marketing this...

16/3,K/31 (Item 31 from file: 635)

DIALOG(R)File 635:Business Dateline(R)  
(c) 2002 ProQuest Info&Learning. All rts. reserv.

0024672 87-03355

**Bringing Back Field's Glory Days**

Goff, Lisa

Crains Chicago Business (Chicago, IL, US), V9 N50 s1 p1

PUBL DATE: 861215

WORD COUNT: 2,527

DATELINE: Chicago, IL, US

TEXT:

...people more time to take care of customers.

For the first time, Field's is **monitoring** each salesperson's **productivity**, offering **incentive programs** to **reward** good service. And a new, multitiered compensation plan is being tested in San Antonio that...

16/3,K/32 (Item 1 from file: 476)

DIALOG(R)File 476:Financial Times Fulltext

(c) 2002 Financial Times Ltd. All rts. reserv.

0010569316 ACxxxxxx0225

**SURVEY - MASTERING MANAGEMENT: Economic value added: the missing link**

**Managers may be capable of superior performance, but are they delivering?**

**Linking incentives to EVA provides an answer, says David Young**

DAVID YOUNG

The Financial Times, Surveys ED, P 2

Monday, October 9, 2000

DOCUMENT TYPE: NEWSPAPER; Surveys LANGUAGE: ENGLISH RECORD TYPE:

FULLTEXT

Word Count: 2,730

...for sound corporate strategies. But when EVA is at the centre of a company's **performance measurement system**, and when management **bonuses** are linked, alignment between the interests of managers and shareholders improves. The effect is that...

16/3,K/33 (Item 2 from file: 476)

DIALOG(R)File 476:Financial Times Fulltext

(c) 2002 Financial Times Ltd. All rts. reserv.

0010019552 BOJCHAPACKFT

**SURVEY - MASTERING INFORMATION MANAGEMENT: The role of the chief knowledge officer**

MICHAEL EARL, IAN SCOTT

Financial Times, Surveys ED, P 5

Monday, March 8, 1999

DOCUMENT TYPE: Surveys; NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE:

FULLTEXT

Word Count: 2,346

...brought together to exchange knowledge (especially experience and gossip).

Being an environmentalist also means redesigning **performance measurement** and executive appraisal **systems** to break down **incentives** centred on the individual. It means encouraging people to develop knowledge collectively, to share knowledge...

16/3,K/34 (Item 3 from file: 476)  
DIALOG(R)File 476:Financial Times Fulltext  
(c) 2002 Financial Times Ltd. All rts. reserv.

0009516580 BOIBOIAIEHFT

**Survey -Mastering Global Business: From downsizing to revitalisation**

SUE DOPSON, KEITH RUDDLE and ROSEMARY STEWART  
Financial Times, Survey London Edition 1 ED, P 12  
Friday, February 27, 1998

DOCUMENT TYPE: Surveys; NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE:  
FULLTEXT

Word Count: 3,388

...and accountability by process; a new breakthrough planning process; new team-based leadership values and rewards systems ; scorecards to track and measure the success of all initiatives; and a network of support facilitators and tool kits to help all...

16/3,K/35 (Item 4 from file: 476)  
DIALOG(R)File 476:Financial Times Fulltext  
(c) 2002 Financial Times Ltd. All rts. reserv.

0009505837 BOIBFAHAC2FT

**Mastering Global Business: Implications for managers**

Financial Times, Survey London Edition 1 ED, P 5  
Friday, February 6, 1998

DOCUMENT TYPE: Surveys; NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE:  
FULLTEXT

Word Count: 556

...without the problems that so often plague direct personal contacts.

Working independently -- with clearly established goals , unambiguous performance measures and complementary incentive systems -- people in widely different organisations, unfettered from constraining team dynamics, can innovate much faster and...

16/3,K/36 (Item 5 from file: 476)  
DIALOG(R)File 476:Financial Times Fulltext  
(c) 2002 Financial Times Ltd. All rts. reserv.

0009505827 BOIBFAHAC9FT

**Mastering Global Business: From downsizing to revitalisation**

Financial Times, Survey London Edition 1 ED, P 6  
Friday, February 6, 1998

DOCUMENT TYPE: Surveys; NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE:  
FULLTEXT

Word Count: 3,858

...and accountability by process; a new breakthrough planning process; new team-based leadership values and rewards systems ; scorecards to track and measure the success of all initiatives; and a network of support facilitators and tool kits to help all...

16/3,K/37 (Item 6 from file: 476)  
DIALOG(R)File 476:Financial Times Fulltext  
(c) 2002 Financial Times Ltd. All rts. reserv.

0009503800 BOIBMAAAEVFT

**Survey - Mastering global business: Software sparks an innovation explosion**

JAMES BRIAN QUINN  
Financial Times, Survey London Edition 1 ED, P 12

Friday, February 13, 1998

DOCUMENT TYPE: Surveys; NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

Word Count: 2,635

...without the problems that so often plague direct personal contacts.

Working independently, with clearly established goals, unambiguous performance measures and complementary incentive systems, people in widely different organisations, unfettered from constraining team dynamics, can innovate much faster and...

16/3,K/38 (Item 7 from file: 476)

DIALOG(R)File 476:Financial Times Fulltext

(c) 2002 Financial Times Ltd. All rts. reserv.

0009500025 BOIBOAIAB9FT

**Survey - Mastering Global Business: Success is all in the mindset**

VIJAY GOVINDARAJAN and ANIL GUPTA

Financial Times, Survey London Edition 1 ED, P 2

Friday, February 27, 1998

DOCUMENT TYPE: Surveys; NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

Word Count: 2,261

...that screen for openness to diversity and change.

\* Executive career ladders that reward international experience

\* Performance measurement and incentive systems that motivate senior managers to optimise not only local but also global performance.

16/3,K/39 (Item 8 from file: 476)

DIALOG(R)File 476:Financial Times Fulltext

(c) 2002 Financial Times Ltd. All rts. reserv.

0008537518 BOGBSEXAGFFT

**Mastering Management - Part 15 (2): Strategic investment decisions and emergent strategy - Most strategies emerge from a stream of decisions, especially strategic investment decisions, often initiated by mid-level managers. As Patrick Barwise explains, this has important, and potentially beneficial, ramifications / Strategic Management and Implementation**

PATRICK BARWISE

Financial Times, P II

Friday, February 16, 1996

DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

Word Count: 4,628

...the broader organisational context. This context includes not only the reporting structure but also the performance measurement and reward systems and the style adopted by top managers in dealing with others.

The Honda story illustrates...

16/3,K/40 (Item 9 from file: 476)

DIALOG(R)File 476:Financial Times Fulltext

(c) 2002 Financial Times Ltd. All rts. reserv.

0008505041 BOGFGABADQFT

**Mastering Management: New approaches to executive pay: Setting executive compensation levels accurately is not a simple matter. By: \* Abbie Smith,**

Robert M. Bushman and Raffi J Indjejian  
ROBERT M BUSHMAN, RAFFI J INDJEJIKIAN and ABBIE SMITH  
Financial Times, London Edition 1 ED, P 12  
Friday, June 7, 1996  
DOCUMENT TYPE: Features; NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE:  
FULLTEXT  
Word Count: 1,846

TEXT:

...company's plan of action. Thus, in addition to restructuring operations, companies are simultaneously revamping **performance evaluation** and **reward systems** to ensure that employees are highly motivated and focused on attaining the company's strategic...

...of executive compensation plans and **performance** measurement. Others are pressuring companies directly to improve their **performance evaluation** and **reward systems**.

These trends reflect a growing investor scrutiny of the competitiveness of executive compensation plans from...

16/3,K/41 (Item 10 from file: 476)  
DIALOG(R)File 476:Financial Times Fulltext  
(c) 2002 Financial Times Ltd. All rts. reserv.

0008068621 BOFILE7AGXFT

Survey of Management Consultancy (5): Children of the revolution - Change management, a constant state of flux is now often seen as a sign of a healthy organisation / Upheavals are inevitable as companies try to stay ahead of the change curve

VANESSA HOULDER

Financial Times, P III

Tuesday, September 12, 1995

DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

Word Count: 1,015

...chain-of-command structure and allowing for more employee participation and collaboration across departmental lines. **Performance measures**, **reward systems** and training and development programmes were also redesigned.

The main factors driving change cited in...

16/3,K/42 (Item 11 from file: 476)  
DIALOG(R)File 476:Financial Times Fulltext  
(c) 2002 Financial Times Ltd. All rts. reserv.

0008055576 BOFKCFBAG4FT

Mastering Management - Part 2 (7): The art of managing people - Few companies succeed in linking the way they manage people with their overall business strategy. But, as research carried out at London Business School shows, this can be achieved with significant results / Human Resource Management

LYNDA GRATTON

Financial Times, P VII

Friday, November 3, 1995

DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

Word Count: 3,854

...effort, information concerning the allocation of rewards is communicated to the individual so that the **reward system** is accepted and **performance measures** are believed.

Process 4: Training reinforces and supports the business goals. A key aspect of...

16/3,K/43 (Item 12 from file: 476)  
DIALOG(R)File 476:Financial Times Fulltext  
(c) 2002 Financial Times Ltd. All rts. reserv.

0007530162 BOEANDNAC8FT

**Management: Time to re-engineer the manager - Now it's the boss's turn to be shaken up by the latest business theory**

JAMES CHAMPY

Financial Times, P 17

Friday, January 14, 1994

DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

Word Count: 842

...requisite for promotion.

Management systems. As work becomes self-managed, executives will need new 'tools' - **performance measures**, **incentives**, hiring and training **systems** - for steering the ship.

In any empowered organisation, what is important is what is measured...

16/3,K/44 (Item 13 from file: 476)  
DIALOG(R)File 476:Financial Times Fulltext  
(c) 2002 Financial Times Ltd. All rts. reserv.

0007007433 BODEXCBA8XFT

**Management: Stepping out in a new direction - Process re-engineering is sweeping across the Atlantic / In a new series Christopher Lorenz looks at its disciples**

CHRISTOPHER LORENZ

Financial Times, P 11

Monday, May 24, 1993

DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

Word Count: 1,259

...of other changes must be also made at the same time - notably a refocusing of **performance measurement** and **incentive systems** from individuals onto teamwork - they argue that re-engineering requires sustained commitment by top management...

16/3,K/45 (Item 14 from file: 476)  
DIALOG(R)File 476:Financial Times Fulltext  
(c) 2002 Financial Times Ltd. All rts. reserv.

0005516793 BOAC1A6AFNFT

**Management: No concessions on quality control in Shanghai**

Financial Times, P 14

Wednesday, March 28, 1990

DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

Word Count: 868

...Pilkingtons in the UK. So we must do at least as well as them. We **monitor** individual and management **performance**. There is a **bonus system** to **reward** workers for extra work and for high quality standards. We have very strict discipline. If...

16/3,K/46 (Item 15 from file: 476)  
DIALOG(R)File 476:Financial Times Fulltext

(c) 2002 Financial Times Ltd. All rts. reserv.

0004559258 B08HVB TACIFT

**The Monday Page (The Business Column): When culture blocks cohesion**

CHRISTOPHER LORENZ

Financial Times, P 28

Monday, August 22, 1988

DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

Word Count: 618

...the basic working of the organisation: its administrative processes, its approach to managerial control, its **performance measurement** and **reward systems**, and its management selection and promotion mechanisms.

As the professors point out, most improvement programmes...

16/3,K/47 (Item 1 from file: 477)

DIALOG(R)File 477:Irish Times

(c) 2002 Irish Times. All rts. reserv.

00243255 00070700134 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Irish Life & Permanent raises wages to attract new recruits**

PADRAIG YEATES; Credits, Industry and Employment Correspondent

Irish Times, CITY ED, P 50

Friday, July 7, 2000

DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

SECTION HEADING: BUSINESS THIS WEEK 1; RECRUITMENT

Word Count: 273

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...1,700

employees in the Irish Life, or insurance division, already have their own "fast **tracking**" **system** to **reward** high **performance** employees.

The company's director of human resources Mr Niall Saul said that the new...

16/3,K/48 (Item 2 from file: 477)

DIALOG(R)File 477:Irish Times

(c) 2002 Irish Times. All rts. reserv.

00179139 99070100142 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Wage moderation seen as vital for competitiveness**

SIOBHAN CREATON

Irish Times, CITY ED, P 21

Thursday, July 1, 1999

DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

SECTION HEADING: BUSINESS & FINANCE

Word Count: 258

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...a company perspective, the council has stressed the need for wage moderation coupled with alternative **rewards systems** to achieve improved **productivity**. Among the **measures** it recommends are increased flexibility, better working practices, training and upgrading of skills.

It also...

16/3,K/49 (Item 1 from file: 711)  
DIALOG(R)File 711:Independent(London)  
(c) 2002 Newspaper Publ. PLC. All rts. reserv.

09665172

**Taking care of now and then**

Independent (IN) - Sunday, June 14, 1998  
By: Roger Trapp  
Edition: 3 Section: Business Page: 8  
Word Count: 708

... not necessarily be accompanied by giving them the ability to overcome the conflicting pressures from **performance measures** and **reward systems** .

He claims that the fluid-network organisation can overcome such difficulties by providing comprehensive measures...

16/3,K/50 (Item 2 from file: 711)  
DIALOG(R)File 711:Independent(London)  
(c) 2002 Newspaper Publ. PLC. All rts. reserv.

06631081

**The big mail grab**

Independent (IN) - Sunday, May 10, 1992  
By: NIGEL COPE  
Edition: 3 Section: Business on Sunday Comment Page Page: 14  
Word Count: 2,790

... to six. It will also save 3,500 jobs via voluntary redundancy and natural wastage.

**Performance measures** and **bonus systems** have been introduced to make pay relate directly to the performance of the sorting office...

16/3,K/51 (Item 1 from file: 492)  
DIALOG(R)File 492:Arizona Repub/Phoenix Gaz  
(c) 2002 Phoenix Newspapers. All rts. reserv.

08519483

**SENATOR CHAMPIONS CURRENT-YEAR FUNDING DETAILS PROPOSAL FOR SCHOOL BUDGETING**

Arizona Republic/Phoenix Gazette (AZ) - Friday, January 19, 1996  
By: John Huppenthal  
Edition: Final Section: Tempe Community Page: 3  
Word Count: 466

...state board rules.

--> Allowing school districts more flexibility to achieve a teamwork environment in the **evaluation** of teacher **performance** .

--> Expanding Arizona's **incentive program** for improvement of school quality.

--> Requesting that school districts focus more closely on supporting teachers...

16/3,K/52 (Item 2 from file: 492)  
DIALOG(R)File 492:Arizona Repub/Phoenix Gaz  
(c) 2002 Phoenix Newspapers. All rts. reserv.

06202031

**MILITARY METHODS UNDERLINE SHORTFALLS IN PUBLIC SCHOOLS**

Arizona Republic (AR) - SUNDAY July 21, 1991

By: Scripps Howard

Edition: FINAL CHASER Section: Front Page: A19

Word Count: 1,048

...and schools don't do that."

The civilian schools, unlike the Army, also lack clear **goals** for pupils, a way of **measuring** those **goals** and a **system** to **reward** or punish teachers, said Finn, who recently published a book on school reform, We Must...

16/3,K/53 (Item 3 from file: 492)

DIALOG(R)File 492:Arizona Repub/Phoenix Gaz

(c) 2002 Phoenix Newspapers. All rts. reserv.

05516241

**AWARD CONTENDERS**

PHOENIX GAZETTE (PG) - WEDNESDAY January 17, 1990

Edition: FINAL Section: TEEN GAZETTE Page: D7

Word Count: 250

TEXT:

... Valley teenagers have been recommended by their congressmen to compete in this year's Congressional **Award program** .

Youths are **evaluated** for **achievements** in voluntary public service, personal development, physical fitness and cross-cultural or outdoor excursions.

16/3,K/54 (Item 1 from file: 494)

DIALOG(R)File 494:St LouisPost-Dispatch

(c) 2002 St Louis Post-Dispatch. All rts. reserv.

10573321

**Gateway Guide To Missouri Schools - St. Louis County Hancock Place, Hazelwood and Jennings school districts**

St. Louis Post Dispatch (SL) - MONDAY, MARCH 13, 2000

Edition: FIVE STAR LIFT Section: NEWS Page: E15

Word Count: 3,228

...2%

All-day kindergarten: no

Student-to-computer ratio: 4-1

Points of pride: Larimore **Track** & Paw Club student **achievement** program; Accelerated School **program** ; Homework Heroes **incentive program** ; PTA and Mothers Club; Homework Club and after-school tutoring for state test.

Total expulsions...

16/3,K/55 (Item 2 from file: 494)

DIALOG(R)File 494:St LouisPost-Dispatch

(c) 2002 St Louis Post-Dispatch. All rts. reserv.

09024051

**PREVENTION IS BETTER THAN CURE**

St. Louis Post Dispatch (SL) - Friday, January 24, 1997  
By: Fred L. Brown  
Edition: FIVE STAR LIFT Section: EDITORIAL Page: 07B  
Word Count: 938

...in groups and as individuals.

To help change behavior, many companies have started workplace wellness **programs**, using **motivational** and supportive **measures**. They have met with strong **success**. Positive incentives such as extra benefits and additional vacation days have proved effective, as have...

16/3,K/56 (Item 3 from file: 494)  
DIALOG(R)File 494:St LouisPost-Dispatch  
(c) 2002 St Louis Post-Dispatch. All rts. reserv.

05039111

**COMPUTERS FAIL TEST, PASS ANYHOW**

ST. LOUIS POST DISPATCH (SL) - TUESDAY June 13, 1989  
By: Virginia Hick  
Of the Post-Dispatch Staff  
Edition: FIVE STAR Section: NEWS Page: 1A  
Word Count: 653

... report also concluded that "teachers who were familiar with students in the program did not **report** any change in students' academic **performance** and **motivational** level."

The **program** was developed by Prescription Learning Corp., an outside contractor, to serve students in a federally...

16/3,K/57 (Item 4 from file: 494)  
DIALOG(R)File 494:St LouisPost-Dispatch  
(c) 2002 St Louis Post-Dispatch. All rts. reserv.

04512307

**STICKS, CARROTS BEING USED TO KEEP BUS RIDES ORDERLY**

ST. LOUIS POST DISPATCH (SL) - WEDNESDAY February 24, 1988  
By: Phyllis Brasch Librach  
Of the Post-Dispatch Staff  
Edition: FIVE STAR Section: NEWS Page: 8a  
Word Count: 479

...to come out" to attend one of the workshops, Paulette said.

In most cases, administrators **report** great **success** with **programs** that **reward** positive behavior instead of dishing out punishment.

Referring to the "bus citizen award" featured on...

16/3,K/58 (Item 1 from file: 498)  
DIALOG(R)File 498:Detroit Free Press  
(c) 2002 Detroit Free Press Inc. All rts. reserv.

05507584

**UNION STIRRINGS HEARD AT HUDSON'S**

DETROIT FREE PRESS (FP) - WEDNESDAY February 28, 1990  
By: JOANN MULLER Free Press Business Writer  
Edition: METRO FINAL Section: BIZ Page: 1E  
Word Count: 527

...for their purchases, for instance.

Employee complaints, according to the UAW and clerks from several stores , focus on Hudson's **Performance Plus bonus program** and a new commission program called Big Ticket Sales for salespeople in the furniture, carpeting...

16/3,K/59 (Item 2 from file: 498)  
DIALOG(R)File 498:Detroit Free Press  
(c) 2002 Detroit Free Press Inc. All rts. reserv.

04019634

**AT YOUR SERVICE RETAILERS TACKLE NO. 1 HEADACHE**  
Detroit Free Press (FP) - MONDAY April 27, 1987  
By: BEVERLY HALL LAWRENCE Free Press Business Writer  
Edition: METRO FINAL Section: BIZ Page: 1D  
Word Count: 1,391

...it's a way to keep interest level high -- if not money, some type of **reward system** would increase **productivity** in **stores**."

ANTON'S GENTLEMAN'S Apparel chain, headquartered in Mt. Clemens, has lowered the turnover rate...

16/3,K/60 (Item 1 from file: 631)  
DIALOG(R)File 631:Boston Globe  
(c) 2002 Boston Globe. All rts. reserv.

00654324

**LEGISLATORS ON FAST TRACK UNTIL CHRISTMAS**  
BOSTON GLOBE (BG) - MONDAY November 30, 1981  
By: Charles Kenney Globe Staff  
Edition: FIRST Section: RUN OF PAPER  
Word Count: 1,130

...includes numerous technical changes in the Civil Service system.

The bill also would establish a "**performance evaluation system**" so that **promotions** would take into consideration merit as well as seniority. ckenne;11/25,11:36 LDRISC...

16/3,K/61 (Item 1 from file: 633)  
DIALOG(R)File 633:Phil.Inquirer  
(c) 2002 Philadelphia Newspapers Inc. All rts. reserv.

09300004

**THE RANKS OF TURNPIKE WORKERS ARE FILLED WITH THE POLITICALLY CONNECTED. PENNSYLVANIA'S PARTIES HAVE AGREED ON HOW TO DIVIDE UP THE JOBS. 'PURE AND SIMPLE,' A PATRONAGE PROCESS**  
Philadelphia Inquirer (PI) - Monday, October 27, 1997  
By: Rich Heidorn Jr. and Robert Moran, INQUIRER STAFF WRITERS

Edition: SF Section: LOCAL Page: A01  
Word Count: 4,750

...and that managers often lacked training.

The Deloitte & Touche audit concluded: ``There is no effective **performance evaluation** or management **system** to **motivate** employees and reward good performance.''

The audit was commissioned after the Republicans took control of...

16/3,K/62 (Item 2 from file: 633)  
DIALOG(R)File 633:Phil.Inquirer  
(c) 2002 Philadelphia Newspapers Inc. All rts. reserv.

08337047

**HOSPITALS FORSAKE PATIENTS IN STAFF CUTS, SPEAKERS SAY QUALITY OF CARE  
SACRIFICED TO SAVE MONEY, A PENN CONFERENCE WAS TOLD.**

Philadelphia Inquirer (PI) - SATURDAY December 2, 1995

By: Stacey Burling, INQUIRER STAFF WRITER

Edition: FINAL Section: CITY & REGION Page: B01

Word Count: 580

... daylong conference after hearing a growing number of complaints about health-care quality in a **system** increasingly **motivated** by **cost savings** .

She considers **reports** about doctors amputating the wrong body part, and other scandals, signs of a system in...

16/3,K/63 (Item 3 from file: 633)  
DIALOG(R)File 633:Phil.Inquirer  
(c) 2002 Philadelphia Newspapers Inc. All rts. reserv.

03557461

**ART TEACHERS EXHIBITING FRUITS OF THEIR LEARNING**

PHILADELPHIA INQUIRER (PI) - SATURDAY September 6, 1986

By: Victoria Donohoe, Inquirer Art Critic

Edition: FINAL Section: FEATURES DAILY MAGAZINE Page: D04

Word Count: 663

...of the usually dull format of an art-school-faculty exhibition; it shows in large **measure** how well the **awards program accomplishes** the goal of giving an artist time to reflect on style and technique and, if...

16/3,K/64 (Item 4 from file: 633)  
DIALOG(R)File 633:Phil.Inquirer  
(c) 2002 Philadelphia Newspapers Inc. All rts. reserv.

02603501

**SCHOOLS THAT EXCEL: THE WINNERS ARE ANNOUNCED**

PHILADELPHIA INQUIRER (PI) - SATURDAY June 23, 1984

By: Martha Woodall, Inquirer Staff Writer

Edition: FINAL Section: LOCAL Page: B03

Word Count: 761

... criteria that included clearly stated academic goals, high expectations of students, order and discipline, a **system** of **rewards** and **incentives** , regular **monitoring** of student progress and student **performance** on standardized tests.

Last year, when the program made its debut, 153 public schools were...

16/3,K/65 (Item 1 from file: 638)  
DIALOG(R)File 638:Newsday/New York Newsday  
(c) 2002 Newsday Inc. All rts. reserv.

08832065

**Doubts About Special Ed Plan**

Newsday (ND) - Wednesday November 27, 1996

By: Rose Kim. STAFF WRITER. Staff writer Liz Willen contributed to this story.

... who had been incorrectly classified as learning impaired, lobbying for legislative changes to eliminate financial **incentives** for expanding the **program**, **monitoring** student **achievement** and holding educators accountable, Crew said.

The plan does not specify how many children will...

16/3,K/66 (Item 1 from file: 640)  
DIALOG(R)File 640:San Francisco Chronicle  
(c) 2002 Chronicle Publ. Co. All rts. reserv.

07545007

**CALTRANS AUDIT: REPAIRS NEEDED**  
San Francisco Chronicle (SF) - MONDAY, February 14, 1994  
Edition: FINAL Section: Editorial Page: A16  
Word Count: 296

... The department cannot be managed effectively with the present lack of policy direction, lack of **performance measures** and ineffective **system** of **rewards** and disciplinary procedures.'

One of the report's top priority recommendations is to change state...

16/3,K/67 (Item 2 from file: 640)  
DIALOG(R)File 640:San Francisco Chronicle  
(c) 2002 Chronicle Publ. Co. All rts. reserv.

07542014

**SCATHING AUDIT FINDS CALTRANS NEEDS OVERHAUL REPORT SAYS AGENCY SHOULD BE RUN LIKE PRIVATE INDUSTRY**  
San Francisco Chronicle (SF) - FRIDAY, February 11, 1994  
By: Bill Wallace, Chronicle Staff Writer  
Edition: FINAL Section: News Page: A1  
Word Count: 911

... The department cannot be managed effectively with the present lack of policy direction, lack of **performance measures** and ineffective **system** of **rewards** and disciplinary procedures.'

The SRI audit is the most recent in a series of nine...

16/3,K/68 (Item 3 from file: 640)  
DIALOG(R)File 640:San Francisco Chronicle  
(c) 2002 Chronicle Publ. Co. All rts. reserv.

07290026

**KEEPING A CONSCIENCE IN THE CORPORATE WORLD**  
San Francisco Chronicle (SF) - SUNDAY, October 17, 1993  
By: Nancy K. Austin  
Edition: SUNDAY Section: TW Page: 8/Z6  
Word Count: 1,554

... of management is not to create an environment that encourages cheating. Certain systemic features -- some **incentive systems** and meaningless **performance evaluations** -- combine to break the backs of good people. The way they see it, they just...

16/3,K/69 (Item 4 from file: 640)

DIALOG(R)File 640:San Francisco Chronicle  
(c) 2002 Chronicle Publ. Co. All rts. reserv.

06122025

**MAGAZINE FISCAL STUDY DOWNGRADES CALIFORNIA BUDGET WOES PUT STATE IN BOTTOM  
10**

San Francisco Chronicle (SF) - WEDNESDAY May 1, 1991  
By: Chronicle Wire Services  
Edition: FINAL Section: NEWS Page: A13  
Word Count: 281

...of the budget process and how well it works; whether or not a state has  
**performance evaluations**, including a **system** of **rewards** and  
punishments, for how agency managers handle their budgets; how well states  
care for their...

**16/3,K/70 (Item 1 from file: 641)**

DIALOG(R)File 641:Rocky Mountain News  
(c) 2002 Scripps Howard News. All rts. reserv.

06135187

**CRITICS TAKE AIM AT OVERPAID EXECS**

Rocky Mountain News (RM) - TUESDAY MAY 14, 1991  
By: DEBORAH GOEKEN ROCKY MOUNTAIN NEWS BUSINESS EDITOR  
Edition: FINAL Section: BUSINESS Page: 64  
Word Count: 436

TEXT:

...paying and rewarding the nation's CEOs in its May 27 issue.

"Incentivize me, please" **reports** the pay-for- **performance bonus**  
**system** that allows executives to rake in millions while laying off  
workers, shutting plants and presiding...

**16/3,K/71 (Item 1 from file: 702)**

DIALOG(R)File 702:Miami Herald  
(c) 2002 The Miami Herald Publishing Co. All rts. reserv.

06103942

**'89 REPORT ON EEOC CRITICIZED THOMAS**

Miami Herald (MH) - THU July 11, 1991  
By: R.A. ZALDIVAR Herald Washington Bureau  
Edition: FINAL Section: FRONT Page: 16A  
Word Count: 377

... thousands of cases of all types being wiped off the books without  
adequate investigation. Production **goals** enforced through employee  
**evaluations** and a **system** of cash **rewards** increased the pressure to  
"close" cases.

**16/3,K/72 (Item 1 from file: 704)**

DIALOG(R)File 704:(Portland)The Oregonian  
(c) 2002 The Oregonian. All rts. reserv.

10162111

**BEAVERTON BUDGET GOES UP TO BUILD NEW LIBRARY FOR OTHER NEEDS, HOWEVER,  
PROPOSED SPENDING WOULD ADD POLICE AND SOME STAFF BUT WOULD INCREASE  
LITTLE**

Oregonian (PO) - Friday, June 11, 1999  
By: AARON FENTRESS of the Oregonian Staff  
Edition: SUNRISE Section: WEST ZONER Page: D02  
Word Count: 543

...same amount of time," Drake said.

The city's human resources department will begin a **performance incentive program** to establish a **measurement system** and **awards program** to encourage greater results.

The budget also includes money from the third year of a...

16/3,K/73 (Item 2 from file: 704)  
DIALOG(R)File 704:(Portland)The Oregonian  
(c) 2002 The Oregonian. All rts. reserv.

06852162

**PERSONAL VS. PROFESSIONAL ETHICS: SPLIT DECISIONS**

Oregonian (PO) - THURSDAY, December 17, 1992

By: NANCY K. AUSTIN

Edition: FOURTH Section: LIVING Page: E01

Word Count: 1,178

... of management is not to create an environment that encourages cheating. Certain systemic features -- some **incentive systems** and meaningless **performance evaluations** -- combine to break the backs of good people.

"The way they see

16/3,K/74 (Item 1 from file: 713)  
DIALOG(R)File 713:Atlanta J/Const.  
(c) 2002 Atlanta Newspapers. All rts. reserv.

10733041

**CONDUCT UNBECOMING WORK ETHICS OFTEN MISSING, WORKERS SAY**

Atlanta Journal-CONSTITUTION (AJ-CONSTITUTION) - Sunday, August 20, 2000

By: Maria Mallory; Staff

Edition: Home Section: Job Guide Page: R1

Word Count: 1,254

...is serious about promoting a workplace of integrity and ethical business practices will also have **performance measurements** and **systems** in place to **reward** employees who measure up to or exceed them.

When something does go wrong, an employee...

16/3,K/75 (Item 2 from file: 713)  
DIALOG(R)File 713:Atlanta J/Const.  
(c) 2002 Atlanta Newspapers. All rts. reserv.

10164063

**COMMENTARY RULING KEY TO COKE TRIAL JUDGE TO DECIDE CLASS-ACTION STATUS AFTER ARGUMENTS**

Atlanta Journal-CONSTITUTION (AJ-CONSTITUTION) - Sunday, June 13, 1999

By: Ernest Holsendolph; Staff

Edition: Home Section: Business Page: P2

Document Type: Column

Word Count: 527

...employees.

"Plaintiffs are challenging companywide policies and practices, including specific aspects of Coca-Cola's **performance evaluation system**, job grade **system**, compensation **system** and promotion **system**."

In letters and e-mail messages to me, I have heard many African-Americans, claiming...

16/3,K/76 (Item 3 from file: 713)  
DIALOG(R)File 713:Atlanta J/Const.  
(c) 2002 Atlanta Newspapers. All rts. reserv.

10114094

**DISCRIMINATION LAWSUIT COCA-COLA ACCUSED OF 'COMPANYWIDE PATTERN'**  
Atlanta Journal-CONSTITUTION (AJ-CONSTITUTION) - Saturday, April 24, 1999  
By: Henry Unger; Staff  
Edition: Home Section: Business Page: H1  
Word Count: 949

...than the average white employee. By 1998, the gap had risen to \$27,000.

The **performance evaluation system**, which affects raises, **bonuses** and advancement, is biased, the suit says. "Because of the undue discretion of managers, African...

16/3,K/77 (Item 4 from file: 713)  
DIALOG(R)File 713:Atlanta J/Const.  
(c) 2002 Atlanta Newspapers. All rts. reserv.

09855038

**STATE URGED TO PRESCRIBE HEALTHIER GROWTH FINAL REPORT: GROWTH TASK FORCE SAYS OFFICIALS SHOULD REQUIRE LOCAL GOVERNMENTS TO MAKE GOOD PLANS AND STICK TO THEM.**  
Atlanta Journal-CONSTITUTION (AJ-CONSTITUTION) - Monday, December 21, 1998  
By: David Goldberg  
Section: Business Horizon Page: E/(CONSTITUTION): 01  
Word Count: 969

... development authorities, business organizations, citizens groups and others to write comprehensive plans that meet those **goals**, the **report** says. A **system** of **incentives** and penalties would then be set up to get local governments to adhere to those...

16/3,K/78 (Item 5 from file: 713)  
DIALOG(R)File 713:Atlanta J/Const.  
(c) 2002 Atlanta Newspapers. All rts. reserv.

09303232

**'97 VOTERS GUIDE ATLANTA BOARD OF EDUCATION**  
Atlanta Journal-CONSTITUTION (AJ-CONSTITUTION) - Thursday, October 30, 1997  
Section: EXTRA Page: D/(CONSTITUTION): 24  
Word Count: 5,374

... is slowly moving in this direction. In 1996, the Atlanta public schools adopted a salary **incentive** pay **program**. The **program** is currently being **evaluated** to tie **performance** and other indicators more closely to system goals. It will be important to have a...

16/3,K/79 (Item 6 from file: 713)  
DIALOG(R)File 713:Atlanta J/Const.  
(c) 2002 Atlanta Newspapers. All rts. reserv.

07724183

**HIGH SCHOOLS Schockley, Sellers take on new roles on field**  
Atlanta Constitution (AC) - Thursday August 11, 1994

By: Mitch Sneed STAFF WRITER  
Section: EXTRA Page: I/10  
Word Count: 412

... an assistant under Bill Kennedy. He was extremely popular with players there and headed a **successful track program**.

Shockley's **motivational** skills and knowledge of the game made him a finalist for the head coaching job...

16/3,K/80 (Item 1 from file: 725)  
DIALOG(R)File 725:(Cleveland)Plain Dealer  
(c) 2000 The Plain Dealer. All rts. reserv.

10519022

**ANTI-DRUG PROGRAM COMES UNDER FIRE EX-PARTICIPANTS CLAIM THEY SUFFERED**

**ABUSES, RECEIVED NO TREATMENT AT CHURCH-LINKED CENTER**  
Plain Dealer (Cleveland) (PD) - Wednesday, January 19, 2000  
By: OLIVERA PERKINS PLAIN DEALER REPORTER  
Edition: FINAL / ALL Section: METRO Page: 1B  
Word Count: 995

...Esperanza for treatment, many at the town's expense.

Some, like Tony Reyes, 26, said **reports** of the **program's success** had **motivated** him to sign up.

"They said it was like a five-star hotel with a...

16/3,K/81 (Item 2 from file: 725)  
DIALOG(R)File 725:(Cleveland)Plain Dealer  
(c) 2000 The Plain Dealer. All rts. reserv.

08704005

**IN YOUR FACE**

Plain Dealer (Cleveland) (PD) - Monday, July 22, 1996  
Edition: FINAL / ALL Section: NEXT Page: 1E  
Word Count: 260

... senior class committee, John Carroll University Go-to-College Program, LTV Steel Science and Technology **Program**.

Special **awards / accomplishments** : **Track** team's most valuable player for three years; all-star in volleyball for two years...

16/3,K/82 (Item 3 from file: 725)  
DIALOG(R)File 725:(Cleveland)Plain Dealer  
(c) 2000 The Plain Dealer. All rts. reserv.

08204005

**CARVED IN STONE ARCHITECT GEORGE M. WHITE'S LEGACY IS IN MARBLE AND GRANITE**

Plain Dealer (Cleveland) (PD) - Sunday, July 23, 1995  
By: TOM BRAZAITIS PLAIN DEALER WASHINGTON BUREAU CHIEF  
Edition: FINAL / ALL Section: SUNDAY Page: 13  
Word Count: 4,078

... also said the architect's office had no affirmative-action program, no formal way of **evaluating job performance**, no **incentive awards program**, limited training opportunities and no written promotion procedure. All of this, the investigators said, "has...

16/3,K/83 (Item 1 from file: 735)  
DIALOG(R)File 735:St. Petersburg Times  
(c) 2000 St. Petersburg Times. All rts. reserv.

09574064

**50 COUNTY WORKERS EARN BONUSES**

St. Petersburg Times (PE) - SATURDAY March 14, 1998  
By: JEFF TESTERMAN  
Edition: 2 LATE TAMPA Section: TAMPA & STATE Page: 3B  
Word Count: 455

... appraisers. Authority for the bonuses is found in a state law allowing  
"'a lump-sum **bonus program** to **reward** outstanding employees whose  
**performance** exceeds standards.'"

Turner, who personally **evaluated** Weathers and Shepherd, said any  
campaign workers who received a bonus "'are professionals who have...

16/3,K/84 (Item 2 from file: 735)  
DIALOG(R)File 735:St. Petersburg Times  
(c) 2000 St. Petersburg Times. All rts. reserv.

08216080

**NEIGHBORHOODS**

St. Petersburg Times (PE) - THURSDAY August 3, 1995  
Edition: TAMPA Section: TAMPA TODAY Page: 6B  
Word Count: 524

... 1995 will receive a \$10,000 cash scholarship, a trip to Australia,  
wardrobe items, merchandise **awards** . Contestants in the **program** are  
**evaluated** on the basis of **achievement** and service to the school and  
community, personal development of talents and skills, general awareness...

16/3,K/85 (Item 3 from file: 735)  
DIALOG(R)File 735:St. Petersburg Times  
(c) 2000 St. Petersburg Times. All rts. reserv.

05533859

**A BUYOUT'S BITTER FALLOUT SAFEWAY DEAL BROUGHT RICHES TO EXECUTIVES, PINK  
SLIPS AND BROKEN LIVES TO MANY WORKERS**

St. Petersburg Times (PE) - SUNDAY May 27, 1990  
By: SUSAN C. FALUDI WALL STREET JOURNAL  
Edition: CITY Section: PERSPECTIVE Page: 1D  
Word Count: 7,369

...as one goes down the chain from manager to checker.

While Safeway executives call the **quota program** an '**incentive** '  
plan, some **store** managers refer to it as 'the punishment system.'  
That's because store managers say if...  
?